

CHARTER AGENCY AGREEMENT
BETWEEN
THE GOVERNOR OF THE STATE OF IOWA
AND THE
IOWA VETERAN'S HOME

The Iowa Veteran's Home (IVH) requests that the Governor designate the Home as a Charter Agency, pursuant to Section 7J.1 of the Code of Iowa.

IVH commits to producing the following results in terms of performance measures and special projects:

Departmental Performance Targets

GOAL	MEASURE	TARGET
Provide quality inter-disciplinary care to the veterans and spouses	IVH will be at or below the state average for the CMS Quality Indicators	80% or better
Increase admissions through better marketing initiatives	The number of applications for admission	Increase by 5%
Improve admission process by eliminating delays in application evaluation	The number of admissions	Increase by 5%
Improve financial performance by aggressively seeking opportunities to collect from those with outstanding debt	Amount" of bad debt write-offs from deceased or discharged residents	Reduce by 10%
Improve financial performance by creating and implementing a collection plan for residents owing funds over 60 days old	Dollar volume of accounts receivable over 60 days old	Decrease by 15%
Improve staff qualifications by developing a more comprehensive training program that meets the needs of all staff	Percent of employees attending training seminars	Increase by 15%

Departmental Special Projects

By June 2005, IVH will be operating a medical clinic on the grounds of the facility that will meet the needs of the veterans for medical care.

By June 2005, the admission process will be redesigned to reduce waiting times for admission.

By June 2005, the electronic resident incident reporting system will be in use throughout the facility to better track all incidents that might result in resident injury or illness.

By June 2005, the current computer network will add computers and education for the LPNs and RTWs on three nursing units to increase communication. This will be a pilot project to evaluate implementation of a computer access plan for all staff in the facility.

By June 2005, have a plan in place to increase the number of beds available for those with certain disabling conditions that are most numerous on the current waiting list for admission: Alzheimer's and dementia.

By June 2005, develop a plan for a mentoring program for interested staff in all departments so they can deliver high quality care to Iowa's veterans.

Increase grant funding this fiscal year. A grant guidance team will be developed to gain funding for projects. Complete at least two applications for grant funding this year.

Charter Agency Benefits and Flexibilities

The Governor and Lt. Governor pledge their support to the Charter Agencies success, and recognize the Iowa Veteran's Home and Acting Commandant John Mathes are stepping above and beyond expectations in their willingness to become a Charter Agency. The Home will have the following benefits and flexibilities. These benefits and flexibilities do not supersede the requirements of the Accountable Government Act.

The Department of Management (DOM) will assure that Charter Agencies:

1. May apply to receive grants from the remaining funds in the Charter Agency grant fund.

2. Retain 50 percent of unspent year-end General Fund appropriation (from agency operations) balance for five (5) years, beginning with fiscal year 2004.
3. Are exempt from across-the-board General Fund appropriation cuts for fiscal years 2004 and 2005.
4. Retain 80 percent of all new revenues generated, subject to statutory compliance.
5. May work with the Department of Administrative Services (DAS) and Public Strategies Group (PSG) to develop and implement pilot projects.
6. Benefit from DOM support of legislative changes to further enhance Charter Agency ability to simplify administrative processes and generate revenue.
7. May actively market program-related goods and services to lowans and seek alternate and innovative revenue sources.
8. May charge other governmental agencies for services, following DOM consultation with DAS that indicates the DAS lacks the capacity to provide the service.
9. May propose increases in fees that are commensurate with and directly related to improving services to citizens.
10. May reduce copying and paperwork expenses via use of electronic signatures, record keeping, and transactions where legal authority permits.
11. Are exempted from appropriated full-time equivalent (FTE) limitations for a period of five (5) years, beginning with fiscal year 2004.
12. May evaluate existing "outsourced" state work activities for cost-effectiveness and service delivery quality.

[DAS Human Resources Enterprise-related]

13. May convert PEO (Merit Resources) positions to state FTEs, consistent with collective bargaining agreements and Human Resource Enterprise (HRE) rules.
14. May change the status of "direct report" managerial positions to "at will" positions. Affected employees must agree to the change voluntarily in writing for the change to occur.
15. May increase overlap employment days.

16. May add interns to their workforces.
17. May award “exceptional job performance (performance bonus)” pay to non-contract covered employees or to contract covered employees with the approval of the labor union. This applies to individual employees as well as to employee “teams.”
18. May award “special-duty” pay or “extraordinary duty” pay. Special duty pay applies when an employee is temporarily assigned to a vacant position in a higher class. Extraordinary duty pay applies when an employee is temporarily assigned work duties in a higher class.
19. May create any position in any classification provided that duties are consistent with established classification and filled in compliance with collective bargaining agreements and HRE rules.
20. May award increased pay for increased credentials to non-contract employees or to contract covered employees with the approval of the labor union.

[DAS General Services Enterprise/Information Technology Enterprise--related]

21. May purchase goods and services outside General Services Enterprise (GSE) contracts provided the charter agency can document the cost benefit. Charter agencies purchasing Information Technology Enterprise (ITE) services independently must document that the purchase complies with ITE enterprise technical standards. Charter agencies will periodically report on the nature and value of these goods and services to DAS. Charter agencies will pay the Iowa Code-required one (1) percent purchase fee.
22. May sell or lease capital assets and retain proceeds and may utilize the GSE as an agent in the sale of capital assets.
23. May make their travel arrangements directly with vendors, with appropriate audit-worthy documentation.
24. May, with appropriate audit-worthy documentation, use sole source contracts.
25. May, through addendum, extend contracts beyond the current allowable renewal term.
26. Implement and enforce contract “liquidated damages” clauses.

27. Utilize streamlined contracting requirements for capital projects.
28. May work closely with GSE to implement design and construction work on capital projects.

[DAS State Accounting Enterprise-related]

29. Are required to initial the “batch sheet” (only) as part of the pre-audit process.
30. Utilize a simplified procurement card “coding” system that does not require coding of purchases at the detailed expenditure (objective) level when the bill is paid.
31. Are no longer required to file travel claims when expenses are paid by an outside entity.
32. Are exempted from the requirement to submit pre-contract questionnaires for contracts valued at less than \$1,000.
33. Are exempted from the requirement to submit pre-contract questionnaires for corporate or governmental vendors, provided that information on the questionnaire is still obtained to meet audit requirements.

Additional Terms and Conditions

1. The Director will have the ability to use operational funds for training and travel within the existing budget to promote achievement of goals and projects.
2. The Director will not be restricted by current state guidelines regarding employee recognition. The Director will be able to recognize/reward individuals and/or teams for their significant contributions toward the achievement of goals and projects.
3. The Director will have the ability to pursue collaborative partnering opportunities with outside agencies (i.e., Department of Veterans Affairs) that benefit the operation of the Iowa Veterans Home and the State of Iowa.
4. This Charter Agency Agreement may be amended by mutual agreement of the parties at any time.
5. The Department of Management will support the Iowa Veteran’s Home in its efforts to modify current “carry forward” provisions related to its annual budget.
6. IVH, contingent upon receiving the benefits and flexibilities identified above, commits to generating \$1.3 million in FY05 by reducing operating costs and/or

increasing revenues. The \$1.3 million amount is anticipated to remain fixed for each of the three years subsequent to FY05.

Dated this _____ of September, 2004.

Thomas J. Vilsack
Governor

John Mathes
Acting Commandant, Iowa Veteran's Home